

Activity and Project Status Report for May 2008

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1. Summary of Support Activities

- During April 2008, there were 2,246 requests for support managed through the Help Desk. Of these requests, 1,668 (75%) were resolved within 24 hours and 1,939 (86%) were resolved in fewer than 72 hours. Our division-wide goal for 2008 is to resolve 95 percent of Help Desk requests in fewer than 72 hours.
- Through an automated feedback process, approximately 10 percent of all Help Desk service users are randomly selected and provided the opportunity to complete a Web-based feedback survey. Forty-nine surveys were completed in April 2008. The eight-question survey uses a “1 to 5” sliding scale with “5” equal to Superior/Very Satisfied/Strongly Agree. Through this feedback, overall end user support experience was rated to be 4.31; satisfaction with the Help Desk process was rated at 4.45; and service quality was rated at 4.59. The rating across all respondents and all eight questions was 4.53.
- Through a time allocation system implemented last October, all IT Division employees are allocating their day-to-day efforts using client, project, and task codes. Using this data, total division-wide staff effort for April 2008 was distributed as follows:

Administration Support	1,692 hours	9.45%	\$	81,479.00
Colleges, Academic Affairs	4,252 hours	23.74%	\$	166,721.00
University-Wide, Common Services	6,108 hours	34.10%	\$	277,834.00
IT Administration and Management	3,439 hours	19.20%	\$	149,837.00
General Overhead (Leave, Holiday)	2,420 hours	13.51%	\$	104,583.00
Total:	17,911 hours	100%	\$	780,454.00

Of the support provided to Pepperdine colleges, the breakdown was as follows:

- 44.27% for Seaver College
- 27.39% for Graziadio School of Business and Management (GSBM)
- 24.80% for Graduate School of Education and Psychology (GSEP)
- 2.29% for the School of Law
- 1.25% for the School of Public Policy

2. Management, Policies, Practices, and Governance

- As a part of our annual service quality benchmarking, we have completed a university-wide assessment of technology services as a part of the Higher Education TechQual+ Project (see <http://www.techqual.org>). Twenty-five percent of Pepperdine’s faculty, students, and staff were randomly selected for participation. The response rate for this year’s assessment was 19%. Over the summer months, we will be conducting an analysis of the results: comparing them to the benchmarks collected in 2007. The preliminary results suggest gains in networking service and customer support, but drops in performance in the area of wireless networking (user expectations increased substantially from 2007 to 2008). The full results will be presented to the University

Management Committee (UMC), University Planning Committee (UPC), and other faculty, student, and staff groups.

- In April, a request to the UMC for an increase in the monthly recharge rate for individual telephone extensions was tabled. The increase in rates was proposed to eliminate past and current deficits. In lieu of raising rates, the Executive Vice President has agreed to provide contingency funding necessary to cover deficits accruing in Fiscal Year 2008 (FY2008) and FY2009. The issue of future telephone rate increases will be raised again next year in the university-wide budget process.
- During April, we discovered billing discrepancies related to the university Canon photocopiers. Over a period of several months, the number of impressions on several copiers were not being collected by the central billing system. This resulted in approximately \$92,000 of unbilled impressions throughout the university. We are now reconciling these discrepancies and departments will be recharged for their actual printing and copier use during the next month.
- On April 6, the Information Technology Division conducted a disaster recovery/business continuity drill, testing our ability to communicate effectively without university e-mail or normal telecommunications. The drill proceeded smoothly and the staff members involved were able to respond to the scenario in a proactive and competent fashion. Information Technology conducts these drills on a semi-annual basis to ensure that our staff is properly trained to respond to different types of emergencies.
- We are completing a draft strategic plan for technology and learning. Currently, several faculty members and Associate Deans are reviewing the draft document. After we incorporate their comments, the document will be forwarded to the Education Technology Users Group for their comments. After this review, the document will be submitted to the deans and provost. We anticipate delivering the strategic plan for technology and learning to President Andrew Benton at the end of the summer.
- On April 30, CIO Tim Chester delivered a semi-annual report to the Board of Regents Executive Committee regarding the C2C project. The report covered the budget, expenses, current risks, and future steps toward implementing the PeopleSoft Customer Relationship Management (CRM) software.

3. Enterprise Information Systems and Applications

- April continued a string of very successful months for our C2C project and associated teams in Admission and Financial Aid across all of our schools. Seaver College, the School of Law, and the School of Public Policy have all admitted their fall 2008 classes and awarded them financial aid. Each of these schools was successful in meeting or exceeding their enrollment targets. Both GSEP and GSBM will be admitting their fall classes and awarding financial aid with PeopleSoft over the next two months. Additionally, the Student Accounts Receivable and Degree Audit modules will go live over the summer months.
- The feasibility study and analysis for the proposed university-wide Course Evaluation System has been completed and was delivered to Pepperdine's academic leadership during the first week of April 2008. The proposal was accepted and funded by each of the schools of Pepperdine during the April Deans' Council meeting. Information Technology has now commenced with the project

and is working toward implementation by the course evaluation period at the end of the fall 2008 semester.

- Working with our administrative departments and schools, we have completed the analysis and feasibility study for extending the use of document imaging at Pepperdine University. Through this process, we reached a consensus that Pepperdine should acquire and implement a new document imaging system from NoliJ. This system is designed specifically for institutions of higher education and offers more efficient integration with our PeopleSoft applications than other systems. Dean David Baird of Seaver College is funding the one-time costs for the software acquisition; Information Technology is funding the necessary equipment and infrastructure costs; and the recurring maintenance costs will be recharged proportionally among the schools that use the system. The General Counsel is reviewing the contract for this acquisition. We will proceed with implementation throughout the summer, targeting our Admission and Financial Aid departments first.
- The C2C implementation committee has elected to proceed with an implementation of PeopleSoft's CRM software as the next phase of the project. We are currently working to contract with Gartner Group for a limited consulting engagement to define and set the scope for the project and to perform an evaluation of our governance strategy to ensure we are adhering to best practices. Given that this is the last major phase of the project, managing both expectations and expenses will be key drivers for success. With Gartner's assistance, we feel we will be more successful with the implementation. Assuming a successful contractual arrangement, we hope to begin Gartner's engagement in fall 2008.
- Audit Services has completed an audit of our portal and network security infrastructure. We are now reviewing the draft findings, which indicate that we are operating well within best practices for these areas. Over the next month, we will complete our response to the audit and a plan to implement recommendations flowing from this exercise.
- We are continuing to work with and support the Advancement department's implementation of a portal, directory, and social networking Web site for Pepperdine alumni and friends. We have completed the necessary work related to WaveNet integration and are currently assisting with fine-tuning other areas, prior to the release of this new service. Advancement is managing the project; and Information Technology Administration is funding the software.

4. Computing, Network Services, and Infrastructure

- The new Malibu Campus to West Los Angeles Graduate Campus bandwidth circuit is being installed with a go-live date during the first week of June 2008. This new circuit replaces the existing 45 Megabit per second (Mbit/s) circuit with a 1 Gigabit per second circuit (1000 Mbit/s) which will eliminate a key bottleneck in the Pepperdine Wide Area Network (WAN). Once this work is complete, we will begin the final phase of our year-long bandwidth upgrade project: upgrade our CENIC/Internet2 capabilities to 250 Mbit/s (from 50 Mbit/s). This final upgrade will be completed by the beginning of the fall 2008 semester.
- Equipment and supplies are currently being installed in the West Los Angeles Graduate Campus data center, facilitating our new PeopleSoft disaster recovery/business continuity site. When commissioned, the PeopleSoft development and testing environments will be moved to this site, providing redundant equipment and software that could replace our production environments in case of an emergency. Production data residing in Malibu will be mirrored in near real-time to

the databases in West Los Angeles, which will ease restoration in the case of a disaster in Malibu. This new site significantly reduces our disaster recovery and business continuity risks associated with our PeopleSoft applications. We expect this new site to be live by the beginning of the fall 2008 semester.

- Audit Services has completed an audit of the environmental and physical security controls related to our Malibu data center. There are numerous findings in the audit—ranging in risk from medium to low—that call for improved physical security and other facility upgrades. We are working with Facilities Management and Planning and the Department of Public Safety to formulate responses to these findings.
- As a part of our network renewal initiative, we have received the necessary network equipment for an upgrade of the wireless networks at Seaver College: International Programs: Florence, Italy campus. We have forwarded the equipment to the director for this center. Our network engineering staff will provide assistance, as necessary, to the local IT staff as they upgrade the wireless network. We are also providing equipment and installation assistance for the campus in Lausanne, Switzerland.
- Our server engineering staff is continuing to work with staff in Advancement to migrate alumni e-mail accounts to the new alumni portal (discussed above). This will free considerable disk space; and our plan is to upgrade all regular student e-mail accounts to 250 Megabytes (from 100 Megabytes) by the beginning of the fall 2008 semester.

5. Academic Support and Instructional Technology

- We are continuing to draft a strategy for implementing our smart classroom upgrades throughout the Pepperdine University campuses. As a part of this strategy, the Office of the CIO will be funding one smart classroom for each of the five schools and the Payson Library. The room of Seaver College (KSC 130) has been completed. A classroom in West Los Angeles, to be shared between GSEP and GSBM, has been identified and we are collecting bids for the renovations. During the summer, additional rooms for the School of Law, the School of Public Policy, Payson Library, and GSEP/GSBM (at Irvine Graduate Campus) will be identified, with a target date for implementation sometime in the fall semester. Beyond these rooms, matching funds will be made available to schools for similar renovations in the future. A preview of the capabilities of our smart classrooms can be viewed at <http://www.youtube.com/watch?v=M3ZqxrV0X-4>.
- We received eight proposals for our first round of grants from the Faculty Innovations in Technology and Learning Program. We are currently working with several faculty members to review these proposals and anticipate making awards by the first week in June 2008. The goal for this program is to provide incentives and seed funding to faculty who pursue innovative work in the areas of technology and learning.
- Directors Gerry Flynn and Tom Hoover have implemented a new creative program within Client Services called “Future Search.” Through this program, our staff is encouraged to take several hours each week, individually and collectively, to brainstorm about new and innovative ways to use technology more effectively in teaching and learning. In addition to creating new solutions, this program has the desired effect of increasing the research and development efforts of our internal staff—a key part of our professional development strategy for employees.

- We are currently working through a pilot program to use new products from NComputing to replace desktop computers in libraries and other social spaces with Windows terminal computers. From the end users' point of view, the experience is identical to a regular Personal Computer (PC); however, the raw computing power is provided by a Central Processing Unit (CPU) shared by all end users. This has the potential to reduce our cost for PCs by two-thirds. We will continue with this pilot through the summer; and if successful, over the next two years we will replace aging lab PCs with this new technology.
- One key goal for 2007 – 2008 was to reduce the PC-related equipment costs for departments and administrative areas. By enforcing competitive bidding, we have successfully reduced the average cost for a new PC by up to \$200. Through Seaver College's major equipment update, we anticipate saving the college \$10,000 during this round of PC upgrades.

6. Information Security

- Information Security has completed the installation of our emergency DNS program at Texas A&M University. Through this program, Texas A&M is hosting emergency DNS equipment for Pepperdine in its College Station, Texas data center. In case of an emergency affecting our Malibu Campus, this emergency server will be able to provide redundant network directory services, ensuring that Pepperdine can redirect Web traffic as necessary. The completion of this program was an action item stemming from Malibu area fires in 2007.
- Our current wireless security system vendor (Vernier) has gone out of business, leaving Pepperdine with no support for this critical information security system. While we have extra equipment on hand to manage outages, this is requiring us to replace our system several years ahead of schedule. Our Information Security Officer (Kim Cary) is currently conducting a Request for Proposals (RFP) to select a replacement system. The expected cost for this system is \$180,000, which we hope to fund with salary savings from FY2008. The selected system will be acquired in FY2008 and implemented in a rolling fashion throughout Pepperdine University beginning in FY2009.

7. External Activities

- CIO Tim Chester delivered an invited presentation at the Spring 2008 Internet2 conference on the topic of collaborating with international campuses. His presentation was part of a panel discussion that included panelists from the National Science Foundation and Internet2.
- CIO Tim Chester was invited to collaborate with researchers from the Gartner Group regarding the subject of student e-mail accounts in higher education. The findings of this research predict that institutions of higher education, by 2010, will begin to cease the practice of providing students with e-mail accounts, opting instead for a model where students provide an official e-mail address just as they would a physical address. We are currently experimenting with a way to migrate to this model over the next several years.
- Kevin Phan, Director of Systems and Networking, attended the National Association of Campus Card Users (NACCU) annual conference in Las Vegas, Nevada.
- Michael Ebbs, Director of Enterprise Information Systems, attended the Spring Gartner Research Symposium in Las Vegas, Nevada.

PEPPERDINE UNIVERSITY
Information Technology

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